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## DURHAM CITY-COUNTY INSPECTIONS

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### **Mission:**

To provide a cost effective level of service designed to assure the adequate protection of the health and safety of the citizens of the City and County of Durham through assertive enforcement of the various State building, electrical, plumbing, mechanical and fire codes and local zoning ordinances.

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### PROGRAM DESCRIPTION

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#### **Inspection Services**

**\$3,056,273**

**46 FTEs**

The Durham City-County Inspections Department is a merged City and County Department that administers and enforces the North Carolina State Building Codes and Durham City-County Zoning Ordinances. State Law mandates the inspection of all building construction for the purpose of enforcing the various construction codes, thereby assuring the adequate protection of the general public's health and safety. In addition, the City and County regulate development through the merged City-County Zoning Ordinance.

The City-County Inspections Department receives permit applications for all construction trades (building, electrical, plumbing, mechanical and signs), reviews plans and specifications (including Fire Prevention plan reviews), issues permits for all construction activity and follows up with field inspections to determine compliance with all applicable codes and the Zoning Ordinance. The department also provides day care facility inspections, semi-annual inspections of all public schools, inspections for Durham Housing Authority, follow-up inspections in response to citizens' concerns, Board of Adjustment case reviews, Development Review Board case reviews and Rezoning case reviews.

The current level of service supports economic development activities that increase citizen access to high quality jobs while increasing the City's tax base (and leading to a prosperous economy), by providing assistance to encourage new and existing development and by providing prompt and efficient professional plan review and inspection services. In addition, the current level of service provides assistance with efforts to improve the livability of the City (encouraging sustainable, thriving neighborhoods) by managing the City's growth, protecting and preserving the environment and maximizing the use of public infrastructure by providing plans review and inspections for all renovation/remodeling and new construction activities. This service helps ensure that all residential and commercial construction meets the NC State Building Code for safety and health, as well as complying with the Zoning Ordinance requirements, which are structured to preserve and protect the environment.

To assist the Department of Housing and Community Development in their efforts to eliminate substandard housing (leading to adequate, safe, and affordable housing), the Inspections Department provides electrical, plumbing and mechanical inspections for the Department of Housing's permits and projects. In addition, the electrical inspectors have been assisting with the "Neighborhood Sweeps" program initiated in the City Manager's Office. In a continuing effort to do their part in assisting with the reduction of crime in Durham (to assist in ensuring that all Durham citizens are safe), the field inspectors in the Inspections Department have been trained to recognize potential crime situations, so that while they are in the field, they can report any suspicious activities directly to 9-1-1 by using their cellular phones. In addition, the Inspections Department has completed an "update" class with the Police Department on "Eyes and Ears," which included information on gang-related activity and recognition of suspicious activity.

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## RESOURCE ALLOCATION

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	Actual FY 2003-04	Adopted FY 2004-05	Estimated FY 2004-05	Adopted FY 2005-06	Change
Appropriations					
Personal Services	\$ 2,580,316	\$ 2,746,840	\$ 2,741,062	\$ 2,806,245	2.2%
Operating	175,887	222,638	222,638	250,028	12.3%
Capital	-	-	-	-	-
Total Appropriations	\$ 2,756,203	\$ 2,969,478	\$ 2,963,700	\$ 3,056,273	2.9%
Full Time Equivalents	46	46	46	46	-
Part Time	3	3	3	3	-
Revenues					
Discretionary	\$ (878,832)	\$ (571,136)	\$ (944,553)	\$ (795,826)	39.3%
Program	3,635,035	3,540,614	3,908,253	3,852,099	8.8%
Total Revenues	\$ 2,756,203	\$ 2,969,478	\$ 2,963,700	\$ 3,056,273	2.9%

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## BUDGET ISSUES FOR FY 2005-06

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- This budget includes the completion of the "One-Stop Shop" software initiative (including the implementation of hand-held computers in the field).
- This budget funds part-time Permit Technician help to run parallel systems during the completion of the "One-Stop Shop" initiative.

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## UNFUNDED OR UNDERFUNDED ITEMS

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- There are no unfunded items in the department's FY 2005-06 budget.

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## COMPLETED INITIATIVES FOR FY 2004-05

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- Inspected all public schools and new daycare facilities.
- Conducted requested inspections within 24 hours 90% of the time.
- Reviewed 80% of all residential plans within 4 working days.
- Maintained 100% compliance in Fleet Maintenance preventive maintenance program.
- Performed 2 quality assurance inspections behind each inspector each month.
- Continued to make available two bi-lingual employees in the Administrative Division (to help with the City's Hispanic initiative and assistance with Chinese interpretations).
- Participated in economic development projects such as the American Tobacco project, Merck Pharmaceutical project, Blue Devil Ventures project, the Target/Sams project (former South Square Mall site), the Main Street Townhomes Hope VI project, the City's and County's parking deck projects, the Patterson Place Shopping Center project, the North Carolina Central University private dormitories projects, and the Silverline Building Products, Inc. project.
- Collected Technology Surcharge to cover anticipated expenses for the new One-Stop Shop Initiative Software.
- Participated, on an on-going basis, in the City Manager's Code Enforcement Nuisance Abatement Team initiative.
- Cross-trained Plans Review Examiners (between Fire Prevention and Building Inspections certification).
- Participated in the demolition of the Heart of Durham hotel (to make room for the Durham Station) and the demolition of the Northgate Mall parking deck (to make room for future expansion).
- Completed Departmental performance-based pay standards.
- Provided Building certification training for Permit Technicians.
- Participated in software development for the "One-Stop Shop" initiative.
- Had one of the highest participation levels in the Employee Climate follow-up survey.
- Had a high percentage of employees that earned sick merit incentives.

- Had a low incidence level of vehicular accidents.
- Participated in the development of the Unified Development Ordinance.

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#### DEPARTMENT INITIATIVES FOR FY 2005-06

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- Assist in the reduction of the incidence of crime through participation in the "Eyes and Ears" program.
- Assist with enforcement provisions of the Resource Protection Ordinance.
- Assist with completion of development-related "One-Stop Shop" software initiative.
- Implement the use of hand-held computers in the field.
- Conduct training for the new Unified Development Ordinance.
- Conduct training for new code changes in the International Building Code.

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#### GOALS, OBJECTIVES & STRATEGIES FOR FY 2005-06

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**GOAL:** *To provide for the safety and health of citizens by ensuring that all construction meets the North Carolina State Building Codes.*

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**OBJECTIVE:** To perform two quality control inspections per inspector per month.

**STRATEGY:** Appropriate Chief Inspector/Field Supervisor will report status of quality control inspections monthly during Departmental staff meetings.

<b>MEASURE:</b>	<b>Actual FY 2004</b>	<b>Adopted FY 2005</b>	<b>Estimated FY 2005</b>	<b>Adopted FY 2006</b>
Quality control inspections per inspector per month	2.9	2.0	2.2	2.0
% inspections found to be accurate	99%	98%	98%	98%

**GOAL:** *To provide accurate and prompt plan review.*

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**OBJECTIVE:** To review 90% of all residential plans within 5\* working days.

**STRATEGY:** Utilize express review program. The status will be reported monthly during departmental staff meetings.

<b>MEASURE:</b>	<b>Actual FY 2004</b>	<b>Adopted FY 2005</b>	<b>Estimated FY 2005</b>	<b>Adopted FY 2006</b>
% residential plans reviewed in 4 days	52%	90%	80%	90%
% plan errors found in field	.51%	1%	0.8%	1%

\*FY 2003 & 2004 based on 4 working days.

**GOAL:** *To provide timely response to customer requests.*

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**OBJECTIVE:** To respond to requested inspections within 24 hours 90% of the time.

**STRATEGY:** Appropriate Chief Inspector/Field Supervisor will report status of response time monthly during departmental staff meetings.

<b>MEASURE:</b>	<b>Actual FY 2004</b>	<b>Adopted FY 2005</b>	<b>Estimated FY 2005</b>	<b>Adopted FY 2006</b>
% of inspections performed within 24 hours	94.8%	90%	90%	90%
Inspections per inspector per day	15.9	14	16	15